

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application of: Anand R. Kumar	:	
	:	Examiner: John O. Preston
	:	
Serial No.: 10/735,470	:	Group Art Unit: 3691
	:	
Filed: December 12, 2003	:	Attorney Docket No.: 717841.4
	:	
For: METHOD AND APPARATUS FOR	:	Customer No.: 27128
PROVIDING INTEGRATED CUSTOMER :	:	
CARE AND WORK-FLOW MANAGEMENT	:	
	:	Confirmation No.: 4313
Last Office Action: January 19, 2011	:	

AMENDMENT B

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Final Office Action mailed January 19, 2011, please amend the above-identified application in accordance with the amendments and remarks as set forth herein. A Request for Continued Examination (RCE) is submitted concurrently herewith.

Amendments to the Claims are reflected in the listing of claims which begin on page 2 of this document.

Remarks/Arguments begin on page 8 of this document.